Table of Contents

Abstract ........................................................................................................ ii
Declaration ................................................................................................... iii
Acknowledgements ....................................................................................... iv
Table of contents ........................................................................................ vi
List of figures ............................................................................................... ix
List of Tables .............................................................................................. ix

Chapter One: Introduction .......................................................................... 1
1.1. Problem Statement ............................................................................... 4
1.2. Research Objectives ........................................................................... 6
1.3. Hypotheses of the Study ....................................................................... 7
1.4. Research Design .................................................................................. 9
1.5. Significance of the Study ..................................................................... 10
1.6. Framework of the Study ...................................................................... 11
1.7. Organization of the Study ................................................................... 14

Chapter Two: Review of Literature ............................................................. 15
2.1. The Needs to Understand Organization ............................................... 15
2.2. Open System Theory .......................................................................... 16
2.3. What is Change and Management of Change ...................................... 20
2.4. Organization Functions that Contribute to the Effectiveness of Change Management
    2.4.1. Organization Purpose ................................................................ 24
    2.4.2. Organization Structure ............................................................. 25
    2.4.3. Helpful Mechanisms ................................................................ 28
    2.4.4. Intra Organization Relationships ............................................. 30
    2.4.5. Rewards System ...................................................................... 31
    2.4.6. Leadership Support ................................................................. 33
    2.4.7. Summary .................................................................................. 35
2.5. Dimensions that Indicate the Effectiveness of Change Management .... 35
    2.5.1. Organizational Commitment .................................................... 36
    2.5.2. Work culture ............................................................................ 38
LIST OF FIGURES

1. Framework of the study

LIST OF TABLES

1. Table on mechanistic and organic management system
2. Distribution of samples and respondents of the study according to position and categories
3. Table on the convention of correlation value
4. Distribution of the respondents according to gender, age and marital status
5. Distribution of the respondents' position, education background and experiences
6. Managers' perception towards the effectiveness of management of change
7. Managers' perception towards organizational commitment, work culture, participative management, communication system and organization learning
8. Respondents' attitude towards change
9. Managers' behavior towards the implementation of quality principles
10. The effectiveness of the organizational functions
11. The effectiveness of the organization purpose, organization structure, helpful mechanisms, intra organizational relationships, rewards system and leadership contribution
12. Pearson's Correlation between managers' perception on the dimensions that indicate the effectiveness of management of change and the effectiveness of change management
13. Pearson's Correlation between managers' attitude towards change and managers' behavior in the implementation of quality principles with the effectiveness of change management
14. Pearson's Correlation between organizational functions and the effectiveness of change management